

W-03510A-16-0322

W-03039A-16-0322

ORIGINAL



0000174213

Arizona Corporation Commis
Utilities Complaint Form**Investigator:** Roxanne Best**Phone:** <<< REDACTED >>>**Opinion Date:** 10/24/2016**Opinion Number:** 2016 - 135228**Priority:** Respond within 5 business days**Opinion Codes:** Quality of Service - Can't Reach Company**Closed Date:** 10/24/2016 8:14 AM**First Name:** Stephanie**Last Name:** Delgadillo**Account Name:** Stephanie
Delgadillo**Address:** <<< REDACTED >>>**City:** Parker**State:** AZ**Zip Code:** 85344**Home:** <<< REDACTED >>>**Email:** <<< REDACTED >>>**Company:** Brooke Water, L.L.C.**Division:** Water**Nature Of Opinion****Docket Number:** W-03039A-16-0322**Docket Position:** Neutral

I selected "neutral" because I have no idea how the complaint is worded. That was not in my letter. I did want to say that I have been very unhappy with Brooke Water several times when they shut our water off for no reason. We couldn't figure out why we would go out to our home there in Arizona and the water would be off with a padlock on the water main. We were forced to cut the padlock off in order to have water. I called Brooke Water three separate times to ask them why they had done that. They never answered their phone and they never replied to my voicemails. This happened to us three separate times. I live in fear that at any time we go there, we could be without water, especially since no one ever bothers to return my calls.

Investigation**Date:****Analyst:****Submitted By:****Type:**

10/24/2016

Roxanne Best

Web Submission

Investigation

Comments noted for record and docketed. Closed.

Arizona Corporation Commission

DOCKETED**OCT 26 2016**

DOCKETED BY

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2016 OCT 26 PM 10:00